



OPERATIONAL MEMO

TITLE:	PARTICIPANT DIRECTED PROGRAMS UTILIZATION REVIEW/UTILIZATION MANAGEMENT
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	JANUARY 29, 2021
DIVISION AND OFFICE:	BENEFITS AND SERVICES MANAGEMENT: OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	COMMUNITY OPTIONS BENEFITS SECTION
KEY WORDS:	UTILIZATION REVIEW/UTILIZATION MANAGEMENT (UR/UM), PARTICIPANT-DIRECTED PROGRAMS, IN-HOME SUPPORT SERVICES (IHSS), CONSUMER-DIRECTED ATTENDANT SUPPORT SERVICES (CDASS), SEP, CCB
OPERATIONAL MEMO NUMBER: HCPF OM 21-014	
ISSUE DATE: JANUARY 29, 2021	
APPROVED BY: COLIN LAUGHLIN	

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

The purpose of this Operational Memo is to inform Case Management Agencies (CMA) of the implementation of Utilization Review/Utilization Management (UR/UM) process for all skilled services under the Participant-Directed Programs, In-Home Support Services (IHSS) and Consumer Directed Attendant Support Services (CDASS).

Information:

Beginning March 1, 2021, Telligen will conduct utilization management activities for IHSS and CDASS authorizations requesting skilled health maintenance activities (HMA). This new UR/UM review process will include a review of all Prior Authorization Requests (PARs) that include HMA for CDASS members on the following waivers: Brain Injury (BI), Elderly, Blind, and Disabled (EBD), Spinal Cord Injury (SCI), Community Mental Health Supports (CMHS), and Supported Living Services (SLS). For members utilizing

IHSS, PARs that include HMA will be reviewed for members on the EBD, Children's HCBS (CHCBS), and SCI waivers.

Implementation and Submission Requirements

Beginning March 1, 2021, case managers (CMs) will be required to submit all PARs that include HMA to Telligen for approval through Telligen's online portal, Qualitrac. This includes all initial IHSS or CDASS reviews with HMA requested; Continued Stay Reviews (CSRs) with PARs that include HMA; and PAR revisions that include or have changes to HMA.Avoiding Service Interruption for Members

For members that have HMA service and require an OCC review, CMs will be required to submit reviews for a certification end date of February 28, 2021 to eQHealth prior to February 15, 2021. OCC reviews that do not include IHSS or CDASS HMA services, CHCBS cost containment, and targeting criteria reviews for CHCBS and Children's Extensive Support (CES) will be addressed in a separate operational memo.

To avoid service interruption for members, assessments and PAR approvals must be completed in a timely manner. CMs are advised to start reassessment activities at least 60 days prior to the certification end date and must factor in additional time for gathering necessary documentation and for the submission of reviews.

Training

Training will be scheduled and provided to CMAs starting in mid-February 2021. CMAs should anticipate communication from Telligen regarding training specifics soon. CMs are required to complete training with Telligen prior to receiving login credentials for the Telligen system, Qualitrac. CMs must complete training prior to the March 1, 2021 implementation start date. Additional guidance for documentation expectations as part of the UR/UM process is currently in development and will be made available soon.

Attachment(s):

None

Department Contact:

Kristine Dos Santos, Participant Directed Programs Specialist

Kristine.DosSantos@state.co.us